



Report to Safer and Stronger Communities Scrutiny & Policy Development Committee 14th September 2017

Report of: Challenge for Change Tenant Scrutiny Group

Subject: **Challenge for Change: The Quality of Rehousing Services**

Author of Report: Challenge for Change Tenant Scrutiny Group

Summary:

The customer scrutiny panel known as Challenge for Change (C4C) was set up in 2011 to perform an independent review of services delivered by the Council Housing Service. This report covers the group's recent project to review the quality of Rehousing Services. The overall purpose of the project was to examine how well the Council Housing Service delivers Rehousing Services and to check how it compares with similar organisations. The group looked at how accessible the services is, how easy is it to use the services and what help is available for customers who need it. The purpose was to identify where improvements to the service are needed from a customer's point of view.

The Group's report, including findings and recommendations is attached.

The report has been presented to the Housing and Neighbourhoods Advisory Panel (HANAP) and the Council Housing Service's "Community Engagement Partnership Group" (a meeting for all council tenants in the city). Managers responsible for the Rehousing service will report back to the C4C group on their progress in implementing the recommendations.

Type of item: The report author should tick the appropriate box

Reviewing of existing policy	X
Informing the development of new policy	
Statutory consultation	
Performance / budget monitoring report	
Cabinet request for scrutiny	
Full Council request for scrutiny	
Community Assembly request for scrutiny	
Call-in of Cabinet decision	
Briefing paper for the Scrutiny Committee	
Other	

The Scrutiny Committee is being asked to:

To comment on the recommendations made in the Challenge for Change Report and in due course receive an update on progress in implementing recommendations from Managers within the service.

Background Papers: Report attached

Category of Report: OPEN